

Electronic Records Express (ERE)

User Guide for Get Status Reports



October 2015

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Overview

The Electronic Records Express (ERE) **Get Status Reports** feature allows you to view the status of your submissions. ERE can only supply information about submissions from your oldest 100 cases.

Appointed Representative Services Main Menu

Go to the ARS main menu and select **Enter ERE**.

Social Security
The Official Website of the U.S. Social Security Administration

Appointed Representative Services

Electronic Records Express (ERE)

Electronic Records Express will provide you access to your authorized services, such as:

- Access Claimant's Electronic Folder
- Send Individual Response
- Contact ODAR Office
- Get Status Reports

[Enter ERE](#)

Manage Account

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Registration

Internet Registration for Appointed Representative Services is currently unavailable while we improve the online registration process. Please complete the paper form SSA-1699 to register for Direct Pay or to update your information, and fax it to 1-877-268-3827.

[Log Out](#)

ERE Home Page

Select the **Get Status Reports** link in the **Electronic Folder Functions** section.

Social Security
The Official Website of the U.S. Social Security Administration

Electronic Records Express (ERE)

OMB No. 0960-0618
Paperwork Reduction Act

System Notices (3) - Updated: 07/11/2012

[Sign Up for Email/Text ERE System Notifications](#)

What's New? - Updated: 03/15/2015

Help & Support

Email:
EETechSupport@SSA.gov

Call Us (toll free):
1-866-691-3061

[User Resources](#)

For your security, please log out and close all Internet windows when you are finished.

Electronic Folder Functions [Help](#)

- Access Claimant's Electronic Folder
- Pick Up Files
- [Get Status Reports](#)

Messaging Functions [Help](#)

- Contact ODAR Office

Evidence Functions [Help](#)

- Send Individual Response
- Track Status of Submissions

Account Functions [Help](#)

- Manage Your Email Notifications

[Return to Appointed Representative Services](#)

Get Status Reports

Choose your option and select **Submit**.

The screenshot shows the Social Security Administration's website header with the logo and text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "Status Reports". Underneath, there is a breadcrumb trail: "Appointed Representative Home > ERE Home". The main content area is titled "Get Status Report" and contains the instruction "Please select a status report type:". There are two radio button options: "Get Hearing Office Status Report" and "Get Appeals Council Status Report". At the bottom of the form is a blue "Submit" button.

View Status Reports

There are three options to review status information for both Hearing Office and Appeals Council cases.

The screenshot shows the Social Security Administration's website header with the logo and text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "Hearing Office Status Report". Underneath, there is a breadcrumb trail: "Appointed Representative Home > ERE Home > Status Report Home". The main content area is titled "View Status Report" and contains the instruction "Please select one:". There are three radio button options: "Search for individual case.", "View your list of cases for all hearing offices. (Only your oldest 100 cases by Hearing Request Date will be shown in this quick view. This quick view contains limited data.)", and "Download all your cases for all hearing offices in a spreadsheet file including additional data." Below the third option is a link with a question mark icon: "How do I use this spreadsheet file?". At the bottom of the form is a blue "Submit" button.

- **Search for individual case:** this view contains limited data
- **View your list of cases for all [hearing or appeals] offices:** This view contains limited data

- **Download all your cases for all [hearing or appeals] offices in a spreadsheet file including additional data:** This download additional data

Search for Individual Case

Enter the SSN for the case status you wish to view. You must be on record as the appointed representative for this case, and the case must be currently pending at the Hearing/ Appeals Council level or closed within the past 90 days.

Step 1 – Select the **Search for individual case** radio button; enter an SSN.

Step 2 – Select **Submit**.



 **Social Security**
The Official Website of the U.S. Social Security Administration

Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

☒ Search for individual case.
Claimant's Social Security Number (SSN):

☐ View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)

☐ Download all your cases for all appeals offices in a spreadsheet file including additional data.
[? How do I use this spreadsheet file?](#)

Submit

NOTE: If no results display for the SSN you entered, then the Hearing/ Appeals Council office likely does not show that you are the appointed representative for the SSN you entered. If you believe you received the “**SSN not found on your case list**” message in error, please contact the Hearing/ Appeals Council office with jurisdiction of the case.

Representative Status Report

The following case characteristics will display for both Hearing and Appeals Council case, although the column order will differ slightly.

- Claimant Name
- Last 4 of SSN
- Office with Jurisdiction
- Case Status/ Status Date
- Request Date
- Expedited indicator

The Hearing Office Status Report will include the ALJ name.

The Appeals Council Status Report will include an Electronic Case indicator and Transfer Information.

The screenshot shows the Social Security Administration's Appeals Council Status Report page. At the top is the Social Security logo and the text "The Official Website of the U.S. Social Security Administration". Below this is the heading "Appeals Council Status Report". A breadcrumb trail reads: "Appointed Representative Home > ERE Home > Status Report Home > Status Report Search". A link for "User Instructions" is on the right. The report title is "Representative Status Report for JAN ADLER". Below this is a table with the following data:

Claimant Name Last, First	Last 4 of SSN	Case Status / Status Date	Appeals Office with Jurisdiction	Transfer Information	Electronic Case	Request Date	Expedited
Donley, Mirandy	6106	NEW CASE 12/04/2014	FALLS CHURCH VA		Yes	12/04/2014	No

View Your Case List

This quick view provides limited data your oldest 100 cases. If you have fewer than 100 cases pending or recently closed, you will see a list containing all your cases.

The screenshot shows the Social Security Administration's "View Status Report" page. At the top is the Social Security logo and the text "The Official Website of the U.S. Social Security Administration". Below this is the heading "Appeals Council Status Report". A breadcrumb trail reads: "Appointed Representative Home > ERE Home > Status Report Home". The section title is "View Status Report". Below this is a form with the instruction "Please select one:" and three radio button options:

- ☐ Search for individual case.
- ☒ View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- ☐ Download all your cases for all appeals offices in a spreadsheet file including additional data.

Below the options is a link: "How do I use this spreadsheet file?". At the bottom is a blue "Submit" button.

Once you select **Submit**, the **Representative Status Report** screen will display in the same format as **Search for Individual Case**.

Download All Your Cases

This view provides data on all your pending and recently closed cases.

Step 1 – Under **View Status Report**, select the third radio button.

Step 2 – Select **Submit**.



Step 3: When the dialog box opens, select **Save As**, choose a location on your computer, give the file a name, and select **Save**.

Step 4: Go to the location where you saved the spreadsheet and **Open** the file.

Step 5: To resize the columns and see all the data, drag the borders above the top row.

Step 6: Use the spreadsheet's sort command to sort by column.